Matrox RT.X10 Suite

Release Notes

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Your notes

About these release notes

These release notes provide a list of new features and other important last-minute information applicable to Matrox X.tools build 6122. This information supplements the *Matrox RT.X10 Xtra Installation and User Guide* (May 1, 2003).

The procedure for installing your Matrox RT.X10 Suite is the same as described in the *Matrox RT.X10 Xtra Installation and User Guide*. Additional information on installing Matrox RT.X10 Suite is provided in these release notes.

Last-minute information

The *Readme* file is no longer installed with the software in the Matrox X.tools folder. Any important last-minute information and operational limitations are included in these Release Notes.

Note To make sure that you have the latest available software (updates and Service Packs) for your Matrox RT.X10 Suite system, check the Support section of our web site at:

www.matrox.com/video/support

Matrox RT.X10 Suite bundle

Matrox RT.X10 Suite comes bundled with the Matrox RT.X hardware, Matrox X.tools software, Adobe Premiere Pro, Adobe Encore DVD, and Adobe Audition.

Note Sonic DVDit! SE, described in your *Matrox RT.X10 Xtra Installation and User Guide*, is replaced by Adobe Encore DVD in this new bundle.

What's new in this release of Matrox X.tools?

This release of Matrox X.tools provides a number of updates. Here are the main features:

- **Adobe Premiere Pro 1.5 support** This release of Matrox X.tools supports Adobe Premiere Pro version 1.5 only (the original release of Adobe Premiere Pro is **not** supported). It includes support for the following Adobe Premiere Pro features:
  - **Scene detect and capture controls** Lets you automatically scan and capture your DV tapes and divide footage into scene-based clips.
  - **Bezier keyframe support** Lets you use Bezier keyframe interpolation to apply direction handles to keyframes to produce smoother transitions for clips with realtime Motion effects.
  - **Improved waveform monitor and vectorscope support** Lets you analyze different aspects of your clips on the Timeline.

- **XtremePreview** Lets you edit and preview numerous video and graphics layers without having to render. For more information, see "What is XtremePreview?" in the *Matrox RT.X10 Suite User Guide Supplement*.
- **Pinnacle and Canopus DV file compatibility** You can now play back Pinnacle and Canopus DV AVI files in real time on your Matrox RT.X10 Suite system. The DV file compatibility has been tested with the following products:
  - Canopus DVStorm and DVStorm2
  - Pinnacle DV500, DV500 Plus, and DV500 DVD
  - Pinnacle Pro-ONE and Pro-ONE RTDV
- **WYSIWYG support for Adobe Encore DVD** Matrox X.tools now lets you preview your Encore DVD (version 1.5) projects on your NTSC or PAL video monitor.
- For a list of fixes provided with this release, see "Fixes in this release of Matrox X.tools" on page 3. For details on using the new features, see your *Matrox RT.X10 Suite User Guide Supplement.*

Installing Matrox X.tools

To install this release of Matrox X.tools, you must first uninstall any previous release of Matrox X.tools software by choosing **Start > Programs > Matrox X.tools > Uninstall**. After uninstalling Matrox X.tools, you must install Adobe Premiere Pro 1.5 as explained in your Adobe documentation **prior** to installing this release of Matrox X.tools.

Recommended system requirements

The recommended system is a Pentium 4 at 2.4 GHz, AMD Athlon XP 2100+, or faster. However, you may want to upgrade your system to meet Adobe Premiere Pro's recommended system requirements as explained in your Adobe documentation.

Using the Windows Media version 9 video codec with MediaExport

Although Matrox MediaExport supports the Windows Media version 9 video codec, all of the Windows Media standard encoding profiles use the Windows Media version 8 video codec. To use the version 9 video codec to encode your video, you can customize a standard encoding profile by selecting the version 9 video codec from the **Codec Options** drop-down list. For more information, see "Modifying standard profile settings to create a customized profile" in the "Using Matrox MediaExport" chapter of your *Matrox RT.X10 Xtra Installation and User Guide*.

A note about DVD capacities

When choosing a data rate to create MPEG files for DVD authoring, make sure that you take into account the actual storage capacity of your DVD disk. This is because of a difference in terminology used by DVD manufacturers and accepted computer conventions. For example, commercially available 4.7 G (4.7 billion bytes) blank DVD disks have an actual storage capacity of 4.38 GB.

Fixes in this release of Matrox X.tools

The following are fixes provided in Matrox X.tools build 6122:

- You do not have to open Premiere Pro's **Capture** window prior to starting your batch capture for the first clip in your clip list to be captured. (Ref# 30104)
- You can now change capture formats while performing a capture in Premiere Pro without encountering any problems with the **Capture** window. (Ref# 29856)
- If your video source is connected and playing when you choose to verify your scratch disks settings after starting Premiere Pro (**Edit > Preferences > Scratch Disks**), your NTSC or PAL video monitor will no longer display or flash video and play back audio from your video source. (Ref# 29515)
- If you have a project that contains non-realtime segments, and you export your project to DV tape (choose **File > Export > Export to Tape**), pressing **Cancel** while the files are rendering will no longer cause Premiere Pro to freeze. (Ref# 29474)
- You can now choose **Matrox DV-1394 Device Control** in the French or German-language version of Adobe Premiere Pro without encountering any problems performing exports to DV tape. (Ref# 30150)
- You can now import a project created with Adobe Premiere 6.5 into Premiere Pro without encountering any problems displaying segments with Premiere's 6.5 Video Opacity rubberband control applied, such as to fade-in and fade-out. (Ref# 29449)
- If you put a Matrox transition between two clips on the Timeline, and then change a clip setting or apply a video effect to one of the clips, the new clip setting or video effect will now be correctly applied to the segment containing the transition. (Ref# 29779 & 29426)
- You will no longer experience dropped frames or random freezing when you perform analog captures using Premiere Pro's **DV Device Control**. (Ref# 29961 & 29815)
- If you apply a transition to overlapping clips on the Timeline, then select the Motion effect in the **Effect Controls** window and scrub on the Timeline,

you will no longer experience freezing or repeated frames if you later play back the segment. (Ref# 29908)

- Certain Matrox transitions applied between clips with another clip beneath them on the Timeline now correctly display the underlying clip. (Ref# 29939)
- You do not have to disable Premiere Pro's Auto Save feature (**Edit > Preferences > Auto Save**) prior to performing batch captures. (Ref# 30081)
- You do not have to disable the Matrox WYSIWYG DirectShow Control Panel when using Adobe Encore DVD, unless you want to use Adobe Premiere Pro at the same time as Encore DVD. (Ref# 29641)
- The **Scene Detect** feature in Premiere Pro's **Capture** window is now supported. However, you will not be able to navigate between clips using the **Next scene** and **Previous scene** buttons. (Ref# 29521)
- You can now use Premiere Pro's **Edit Original** command to open and edit a single-frame graphics clip on the Premiere Pro Timeline in Adobe Photoshop. (Ref# 29696)
- If you export your clips to a *.ppj* file in MediaTools, then import the *.ppj* file to Premiere Pro, clips with a 16:9 aspect ratio are now correctly recognized. (Ref# 30070)
- If you gang the **Reference** monitor to the **Program** view of the **Monitor** window for the purpose of comparing frames of a segment side by side, you will no longer experience stability issues with Premiere Pro. (Ref# 29670)
- You can now import a clip directly from the **Monitor** window onto the Timeline and play it back without experiencing problems with the video and audio playback. (Ref# 30149)
- You can now shuttle quickly through a clip in the **Source** view of the **Monitor** window without causing the current-time indicator to jump to the beginning of the clip, or display the first frame of the clip on the Timeline. (Ref# 29979 & 29980)
- You can now import *.jpg* files created with a Nikon Coolpix 5000 digital camera into Adobe Premiere Pro without causing Premiere Pro to stop responding. (Ref #27545)

Operational limitations

The following are operational limitations for Matrox X.tools build 6122:

Installation and general operation

- When installing Matrox X.tools, if you try to change the **Destination Folder** in the **Choose Destination Location** dialog box more than once,

the X.tools Setup program may stop responding. If this happens, click **Cancel**, then choose **Browse** again. (Ref# 26783)

- Your Matrox RT.X10 Suite system does not support the hibernation feature in Windows. If you try to put your computer into hibernation, a message will be displayed to warn you that the system hibernation has failed. (Ref# 26458)
- If you use Symantec's Norton Utilities on your Matrox RT.X10 Suite system, you may experience errors starting the RT.X menu. (Ref# 28988)
- If you receive an IKernel.exe application error message when installing or uninstalling Matrox X.tools, download the fix available in the Support Knowledgebase (*document ID Q108020*) on the InstallShield web site at http://support.installshield.com/kb/ (Ref# 29080)
- You may encounter installation problems if you try to install Matrox X.tools on a computer running the Japanese version of Microsoft Windows XP. As a workaround, log on to Windows XP using single-byte characters instead of double-byte characters. (Ref# 30017)
- The first time you start Premiere Pro after a fresh installation of Premiere Pro with Matrox X.tools, you may receive an error message that the *Splash.avi* file cannot be found. If you quit and then restart Premiere Pro, you will no longer receive this error message. (Ref# 31855)

Adobe Premiere Pro and the Matrox realtime plug-in

- If you import *.tga* files created using Adobe Photoshop 7.0 to your Premiere Pro Timeline, the alpha channel will not be visible. If you frequently create *.tga* files using Photoshop 7.0 to use on your Timeline, you may want to upgrade to Photoshop 7.0.1, or download the Targa plug-in available in the Support Knowledgebase on the Adobe web site at www.adobe.com. (Ref# 28630)
- If your video drive is nearly full, serious errors can occur in Premiere Pro when capturing or exporting. To avoid these errors, make sure you have adequate space on your A/V drive before starting a capture or export to file. As a reminder, one minute of DV data requires approximately 175 MB of storage. (Ref# 20609 & 29108)
- If you're using a RAID controller that has a system monitoring utility, such as a Promise FastTrak66, you may notice some Timeline sluggishness or capture freezes in Adobe Premiere Pro. Please disable this system monitoring utility if it is active on the Windows taskbar.
- Matrox DV-1394 Device Control can be used when capturing or recording material over the 1394 interface, and also when capturing the analog input from your DV-1394 device, such as the composite input. If you want to perform an analog capture that is not from your DV-1394 device (such as to capture from a composite or S-Video deck), make sure you set **Device**

Control to **None** by choosing **Edit > Preferences > Device Control**. (Ref# 26824)

- When using an **Editing Mode** other than **Matrox RT.X** in Adobe Premiere Pro, you won't be able to use Matrox effects, even though they are listed as available in the **Effects** window. (Ref# 21119)
- If you add a numbered marker to a clip, you'll see the marker number on the clip in the Timeline, but not in the display of the clip in the **Monitor** window or **Clip** window. (Ref# 18036)
- If you export only audio, you will have to import the resulting *.wav* file manually. (Ref# 29335)
- Windows XP provides the option of formatting your drives using the NTFS or FAT32 file system. Your A/V drives must be formatted using NTFS for use with Matrox X.tools because NTFS overcomes FAT32 file size limitations. When a hard drive is formatted using FAT32, files saved to this drive cannot exceed 4 gigabytes in size (approximately 20 minutes of DV video). If you do format your hard drive using FAT32, Adobe Premiere Pro will freeze if you try to perform an analog capture greater than 4 gigabytes in size. (Ref# 27186)
- If you are using a Matrox dual-head display card, to be able to preview video (such as in Premiere Pro's **Monitor** window) on your second monitor, you must set the resolution and color display settings on your secondary monitor to the same as your primary monitor. (Ref# 27042)
- Exporting a clip directly from the Bin will only export the video portion of your clip. If you want to export both the audio and video portions of a clip, export from the Adobe Premiere Pro Timeline. (Ref# 27449)
- You may notice flickering on an Adobe Premiere Pro title with rolling credits applied. As a workaround, shorten the title on both ends, then right-click the title and choose **Field Options**. In the **Field Options** dialog box, select **Flicker Removal**. (Ref# 29255)
- Inscriber TitleExpress is not supported for use with Adobe Premiere Pro. (Ref# 29612)
- You may receive a message that there is an error in a segment of the Timeline if you try to import an Adobe Premiere 6.5 project that contains video transitions that are the same length as the clips they are between on the Timeline. (Ref# 29375)
- You may not notice a difference in video quality if you change the video quality in the **Monitor** window from **Draft Quality** to **Automatic Quality**, however, we recommend setting the video quality of your clips to **Highest Quality**. (Ref# 29626)

- Changing the magnification of clips in the **Source** or **Program** view of the **Monitor** window is not supported. (Ref# 29461)
- Applying **Safe Margins** to clips in the **Source** or **Program** view of the **Monitor** window is not supported. (Ref# 29511)
- If you play a clip in the **Source** view of the **Monitor** window, then right-click the **Monitor** window and choose **Display Mode > Vectorscope**, playback will stop. (Ref# 29669)
- If you import a folder into the **Project** window, then click the **Automate to Sequence** button with a Matrox video transition selected as your default transition, your default transition will be a Cross Dissolve. To set up your transition, you'll have to click the **Custom** button twice. (Ref# 29428)
- Applying the **Hold Filters** option to ignore the keyframe settings of a freeze-frame effect in Premiere Pro (**Clip > Video Options > Frame Hold**) is not supported. (Ref# 29795 & 29786)
- If you scrub a clip in the **Thumbnail viewer** of the **Project** window while it is playing, you will not hear the audio portion of your clip. (Ref# 29814)
- If you stop playback of the Timeline with the left or right arrow key, you may notice as you move frame-by-frame over the area where two clips meet that the position of the current-time indicator is one frame off that of the frame displayed in the **Monitor** window. (Ref# 29724)
- Matrox RT.X10 Suite does not support the voiceover or 5.1 surround sound functionality of Adobe Premiere Pro. (Ref# 29832)
- If you overlap clips on the Timeline with a Matrox transition between them, and apply a negative speed change to one of the clips, you will not hear audio when previewing the segment in the **Matrox Effect Setup** dialog box. As a workaround, press the spacebar to render the audio before setting up your Matrox transition. (Ref# 29895)
- If you have a nested sequence that contains clips with a Matrox transition, Matrox video effects, and negative speed changes applied to it, your video transitions and effects may not display correctly when playing back the Timeline. (Ref# 29901)
- If you encounter any of the following problems when playing back the Timeline, you can clear the **Enable Frame Hold** option in the **Matrox Advanced Settings** dialog box. For more information, see "Selecting your realtime effect settings" in the *Matrox RT.X10 Suite User Guide Supplement*.
  - If you apply a Matrox transition to overlapping clips on the Timeline with a negative speed change applied to one of the clips, you may experience repeated frames when you play back the segment containing the transition. (Ref# 29488)

  - If you have a nested sequence that contains a clip with a negative speed change applied to it, your nested sequence may not display correctly when playing back the Timeline. (Ref# 29578)
  - Playing back a nested sequence containing a segment with a transition may result in repeated frames if the original transition has an **Alignment** of **Center at Cut** or **End at Cut**. To avoid this problem, use an **Alignment** of **Start at Cut**. (Ref# 29942)
- If you trim a clip in the **Source** view of the **Monitor** window, your changes will not appear on your NTSC or PAL video monitor. (Ref# 29624)
- In the **Trim** window, the **Trim Forward** and **Trim Backward** buttons may not respond when trimming a clip. As a workaround, trim directly in the **Trim** window first, and then use the **Trim Forward** and **Trim Backward** buttons. (Ref# 29997)
- If you trim clips directly on the Timeline using the **Slip** and **Slide** tools, your video may not display certain frames accurately in the **Source** and **Program** views of the **Monitor** window. (Ref# 30048)
- If your project contains numerous titles created with Premiere Pro's Title Designer, you may notice a long delay when importing your project to the Timeline. As a workaround, save your titles as *.tga* files instead of *.prtl* files. (Ref# 30026)
- You will not receive an error message if you try to import DVCPRO *.avi* files into your Adobe Premiere Pro projects, even though DVCPRO *.avi* files are not supported. (Ref# 30964)
- If you import titles created with the original version of Premiere Pro into Premiere Pro 1.5, the title may not display correctly. (Ref# 31216)
- If you choose to **Report Dropped Frames** in the **Matrox Advanced Settings** dialog box, playback of the Timeline may stop after clicking **OK** to the first dropped frames report. (Ref# 31115)
- If you change the center point settings for a realtime Adobe 3D Motion Tumble Away transition in the **Effect Controls** window, the transition will require rendering. (Ref# 29956)
- If you apply a Matrox effect to a graphics clip that's not full-screen (that is, a resolution other than 720×480 for an NTSC image, or 720×576 for a PAL image), you may notice a degradation in the image quality, and the fields may be inverted. (Ref #31778)
- You may experience system instability if you import a file into Premiere Pro with a file name that exceeds 130 characters. (Ref# 30292)
- You may have problems playing back the Timeline if you apply negative speed changes to a nested sequence that already contains a negative speed change. (Ref# 31834)

Operational limitations

- Do not choose an Adobe project preset when editing with Matrox X.tools, or your final project may not display the correct aspect ratio. If you want to use Adobe presets, uninstall Matrox X.tools. (Ref# 31849)
- If you select the Motion effect in the **Effect Controls** window to directly manipulate a clip using handles in the **Program** view, the clip will appear jittery on your NTSC or PAL video monitor if you play the clip with the handles still visible in the **Program** view of the **Monitor** window. (Ref# 31882)
- This release of Matrox X.tools does not support capturing clips while you perform other tasks in Adobe Premiere Pro. (Ref# 31938)
- Editing in Premiere Pro while the "Updating Timeline" message is displayed may cause Premiere Pro to become unresponsive and cause the **Updating Timeline** dialog box to remain onscreen for an extended period of time. As a workaround, wait until the "Updating Timeline" message disappears before continuing to edit your project. (Ref# 31936)
- You may notice sluggishness when scrubbing the Premiere Pro Timeline over a segment of trimmed clips with Premiere Pro's Motion effect applied to one of the clips. (Ref# 31993)
- If you log a clip to be batch captured, then place the offline clip on the Premiere Pro Timeline, the **Program** view of the **Monitor** window will still display the offline clip even after you capture the clip. To refresh the **Program** view, scrub or play the clip on the Timeline. (Ref# 31974)
- If you offline a clip in the **Source** view of the **Monitor** window by choosing **Project > Unlink Media** in the Project window, and then select the option **Media Files Remain On Disk**, you will lose the audio portion of the clip if you then choose to play the offline clip. (Ref# 32052)
- If you have a clip on the Timeline that has been rendered with default crop settings applied, and you change the default crop settings (either by changing the crop values or disabling the default cropping), the previously applied crop settings are retained on the clip, even after deleting the render files. To apply new crop settings to the clip, you have to change the crop settings in the **Matrox Effect Setup** dialog box. (Ref# 32053)
- If you select the Motion effect in the **Effect Controls** window to directly manipulate a clip using handles in the **Program** view of the **Monitor** window, Premiere Pro will stop responding if you click the **Setup** button to set up your video effect as you play the clip with the handles still visible in the **Program** view. (Ref# 31997)
- If you choose a standard Matrox project preset, import a 16:9 video clip into the project and select **Scale clips to project dimensions when adding to sequence** (**Project > Project Settings > General**), the clip will appear letterboxed and pillarboxed when you preview the clip on the Premiere Pro

Timeline. If you apply a non-realtime efect to the clip, it will be rendered correctly (letterboxed only). (Ref# 32084)

DV-1394 devices with Adobe Premiere Pro

- For up-to-date information about supported DV-1394 devices, check the Matrox RT.X Support section of our web site at www.matrox.com. If your DV-1394 device is not supported, you may not be able to accurately use device control for batch capture and export to tape. In this case, you can manually capture your clips and manually activate DV recording to record material onto tape. For other important information about using DV-1394 devices, see the section titled "Things you need to know about using DV-1394 devices" in the "Defining Your Adobe Premiere Settings" chapter of your *Matrox RT.X10 Xtra Installation and User Guide*.
- When performing a DV-1394 batch capture, you may lose the video display in the **Capture** window. The display will resume at the start of the next clip in the batch list. (Ref# 21026)
- When using the Go To time code feature of Adobe Premiere Pro's **Capture** window, typing a number higher than the last frame on your tape will not cue to the end of your tape. (Ref# 17998)
- When performing an export to DV tape, make sure that your DV-1394 device is set to use the time code format (drop frame or non-drop frame) that you've striped on your DV tape. (Ref# 26814)
- In the **Matrox DV Export to Tape** dialog box, if you click the **Browse** button to add a logo (*.tga*) to your recording, the name of the *.tga* file will be displayed in the **Browse** dialog box until you select another *.tga* file. If you want to add the logo (*.tga*) to your recording, you must enter a duration. (Ref# 26965)
- When performing an export to DV tape in which the audio portion of your Timeline is longer than the video portion, the entire audio portion will not be exported correctly. As a workaround, use the work area bar to select the entire range you want to export, and choose **Work Area** from the **Project** list in the **Matrox DV Export to Tape** dialog box. (Ref# 28480)
- When capturing analog video from your DV-1394 device using Matrox DV-1394 Device Control, the capture may take longer to start if the device is not already playing when you begin the capture. (Ref# 27238)
- Your DV tapes must contain continuous and consecutive time code. If you have to use a tape that hasn't been striped to record video, however, continue recording for a few seconds after the material you want, then rewind the tape, and begin recording again over the material you don't want to ensure that there are no gaps between recorded material. You can also use the edit-search function on your DV-1394 device. (Ref# 29026)

- If you choose to capture the 2nd audio stream when performing a **1394 Audio Capture** in Premiere Pro (**Project > Project Settings > Capture > A/V Inputs**), the resulting *.wav* file may be one frame longer or shorter than your original clip. As well, the *.wav* file will not contain any **Clip Data** or **Timecode** information. (Ref# 29171 & 31921)
- When using Matrox DV-1394 Device Control, the option to **Abort capture on dropped frames** is not available in Premiere Pro's **Capture** window. (Ref# 29524)
- When using Matrox DV-1394 Device Control, the **Slow reverse** and **Slow play** buttons in Premiere Pro's **Capture** window do not respond. As a workaround, use the shortcut keys. To set up your shortcut keys in Premiere Pro, choose **Edit > Keyboard Customization**. (Ref# 23046, 26934, & 29519)
- When performing a manual capture from your DV-1394 device, make sure the device is already playing when you begin the capture, or your captured file may be out of sync or contain repeated frames. (Ref# 30049)
- If you press **Fast Forward** when your DV-1394 device is already playing in the **Capture** window, your device will stop and then fast forward at full speed. (Ref# 29996)
- When using Matrox DV-1394 Device Control, if your DV-1394 device automatically rewinds once it reaches the end of a tape, Premiere Pro will not notify you that your capture has stopped or prompt you to save your clip. (Ref# 30094, 30092, & 30091)
- If you choose to **Capture 2nd stereo audio stream** when performing a DV-1394 capture in Premiere Pro, the resulting *.wav* file will not contain any **Clip Data** or **Timecode** information. (Ref# 31971)
- When performing a DV-1394 capture using a Sony DSR-40 DV-1394 device, the first frame of your captured clip may contain pixel artifacts. (Ref# 31984)
- When using the **Scene Detect** feature in Premiere Pro's **Capture** window on a Matrox RT.X system, **Scene Detect** is supported only when performing a **Matrox AVI Capture**. (Ref# 31891)

DVD authoring and other third-party programs

- If you want to use Adobe Encore DVD while Premiere Pro is already running, you must disable the Matrox WYSIWYG DirectShow Control Panel prior to starting Encore DVD. (Ref# 31946)
- The **Edit Original** command in Adobe Encore DVD and Adobe After Effects is not supported for use with Matrox *.avi* files. (Ref# 31948)

- If you are using Adobe Encore DVD in a system with an NVIDIA display card installed, make sure to use only the latest display driver available on the NVIDIA web site at www.nvidia.com (Ref# 31242)
- When playing back a clip from the DVDit! SE timeline, the Play button is no longer available once playback reaches the end of the clip. To avoid this, press the Stop button before playback reaches the end of the clip.
- In order to properly use your exported Matrox *.m2v* clips in your Ulead DVD Workshop projects, you must use the DVD Workshop 1.3 update patch, available on the Ulead web site at www.ulead.com. (Ref# 27992)
- Some DVD authoring programs (such as Sonic Solutions DVDit! SE and Ulead DVD Workshop), do not support moving or resizing their live video window. If you are using a Matrox Parhelia display card in TripleHead mode, in order to correctly display video in your DVD authoring program's live video window, clear **Use video overlay** in the **Video Playback Settings** dialog box (right-click your **Matrox PowerDesk HF** icon on your desktop and choose **Video Playback Settings**). When you clear this option, however, you won't be able to adjust your video window settings. (Ref# 27975 & 28006)
- Software DVD players (such as CinePlayer) cannot preview your *.m2v* files accurately, so that you may think the *.m2v* file is not frame-accurate. This will not occur once you burn the DVD. (Ref# 27994)
- To avoid problems importing *.avi* files into DVDit! SE, you must install Service Pack 1 for Windows XP. (Ref# 29034)

Matrox MediaExport

- If you encode your Windows Media video using a recent Windows Media video codec (such as version 9.0), your video may not play back on older versions of Windows Media Player (such as version 6.0). (Ref# 28714)

Matrox MediaTools

- If you perform a capture in MediaTools when your DV-1394 device is already playing a tape, the time code display may freeze even though the tape is still playing. This does not have any effect on the capture itself. (Ref# 24718)
- To avoid problems with MediaTools, do not press any of the buttons on your DV-1394 device during a scan and capture. (Ref# 28472)
- On certain DV-1394 devices, you may experience audio sync problems when capturing live video in MediaTools. As a workaround, leave a tape in the cassette compartment of your DV-1394 device when capturing live video. (Ref# 29150)

Matrox WYSIWYG applications

- There may be operational limitations when using the WYSIWYG DirectShow Control Panel with certain DirectShow programs. By default, the Matrox WYSIWYG DirectShow output to your NTSC or PAL monitor is enabled. Some DirectShow applications, however, may not display the video properly. If this happens, you can disable the display on your video monitor by clicking the **Disable** button. For details, see the "Using the WYSIWYG DirectShow Control Panel" chapter of your *Matrox RT.X10 Suite User Guide Supplement*. For more information on supported programs and video formats, and a list of programs and video formats we've found to be unsuitable for use with the WYSIWYG DirectShow Control Panel, see the Frequently asked questions (FAQs) in the RT.X Support section of our web site at www.matrox.com/video/support.
- If you use the WYSIWYG DirectShow Control Panel to play back DVCPRO *.avi* files, the video may not display correctly with certain DirectShow applications, such as Windows Media Player. (Ref# 30883)
- You must disable the Matrox WYSIWYG DirectShow Control Panel prior to using discreet combustion 3. (Ref# 31628)

How to get Matrox RT.X Customer Support

The following sections explain how customers in the U.S. and Canada can obtain Matrox RT.X Customer Support.

Register your Matrox RT.X product

To be eligible for customer support, you must register your Matrox RT.X product. For more information about becoming a registered user, see the manual for your Matrox product or the Matrox Support section of our web site at www.matrox.com/video/support.

What kind of support can I expect from Matrox?

You can expect free phone support for up to six months after the purchase of your Matrox RT.X product. After the six-month period is up, you will be required to pay for phone support for new support issues. If you have an unresolved support issue in progress with Matrox Customer Support when the period for which you are eligible for free phone support has expired, you will continue to receive free phone support for that issue until it is resolved.

Note The Support section of our web site offers up-to-the-minute information about Matrox products, and solutions to many common problems. Before calling for phone support, you may want to check the information listed on the Support section of our web site, such as our User forums, Frequently asked questions (FAQs), and System recommendations pages. For more information, see www.matrox.com/video/support.

How much does phone support cost and how do I pay for it?

You pay for phone support using support tokens. One support token can be redeemed for one phone support incident. A single support token costs $29.95 US. Support tokens can be purchased through our web site at www.matrox.com/video/support, or over the phone with a Matrox customer service representative. When you call for phone support you will be asked for your Token ID, which will be administered at the time of purchase.

Remarks

- Support tokens can be purchased using credit cards only.
- You are responsible for any phone line charges that may apply to you.

What is a phone support incident?

A phone support incident is a single support issue that cannot be broken down into subordinate problems. If a support issue is related to one or more problems, each problem will be treated and charged as a separate incident. You and your Matrox customer support representative will decipher the nature of the problem, and your Matrox representative will let you know if your problem consists of

more than one incident. Phone support will be provided until your support issue is resolved.

What information should I have ready before calling Matrox?

Be prepared to have the following information ready before calling a Matrox customer service representative for phone support:

- Client ID (provided when you register your Matrox RT.X product).
- Token ID (if applicable).
- Name of your product.
- System information (operating system, motherboard, computer model, etc.)
- Nature of your problem.

Important The Matrox representative may need specific details about your system. To facilitate phone support, please make sure you have access to your system when you call.

Contact info

The following numbers are subject to change. For up-to-date contact information, always check our web site at www.matrox.com/video/support.

- If you are eligible for free phone support for your RT.X product, please call 1-514-822-6030.
- For token-based phone support, please call 1-866-443-5052.

Important Your client ID and/or customer profile will be validated to determine your eligibility for free phone support.

Your notes

Your notes

Your notes

www.matrox.com/video